

OFFICE OF THE COLLECTOR

Central Services

Fiscal Year 2008

The Collector's Office maintains the Central Service Counter in addition to the ongoing work of billing and collecting real estate and personal property taxes, water and sewer bills, ambulance bills, refuse bills and motor vehicle excise bills. This office also issues parking permits and collects parking ticket fees. The Central Services concept is quite unique in municipal government, consolidating some Town Clerk, Treasurer, Accounting and Assessing functions in a single point of service for the public and internal departments. Our Collections staff that successfully accomplishes the resulting workload is a valuable Town asset.

Fiscal year 2008 reduced our staff by 1 of 6 full time positions. Fewer hours are required in ambulance billing as the direct result of the laptops in ambulances. To cover general office duties, Assessors staff also came forward to cover 10 hours of counter work each week, and we obtained approval to work while closed to the public on Thursday mornings.

FY 08 collections continue to be strong against the levy in taxes and utilities. At year end, over 98% of the real estate and personal property 2008 commitments had been collected, net of abatements. This is an important number for the fiscal health of the Town, supporting our cash flow, our ability to borrow and our bond rating. Ambulance Collections went up another 1%, after a jump of 5% last year. Collection in all receivable types is detailed in the following page.

We spent FY 08 fully implementing process improvements for prior years. Parking Violation administration in MUNIS software is an ongoing challenge, requiring our focus to complete all processes related to reconciling the receivables, adding late fines, printing late notices and marking and clearing with the Registry of Motor Vehicles. We continue to work to add parking violations to the online payment menu. The website upgrade, live on August 15, also required our attention. Check out the Collections Calendar by drilling down from the Finance Department and announcements available for tax payment deadlines and parking updates through the Notify-Me option on the main menu.

I'd like to thank the residents and taxpayers in Town of another year of working together, and the staff in particular for their hard work and humor.

Respectfully submitted,



Claire McGinnis
Town Collector

COLLECTOR'S FISCAL YEAR 2008 TOWN REPORT

	TAX RATE	Beginning Balance JULY 1,2007	Commitments	Less Abatements & Transfers	Transfers To Tax Title/ Deferred Tax	Less Collections	Uncollected Balance JUNE 30,2008	% Collected (Inc. Bbal)
REAL ESTATE								
FY 05	16.69	\$3,917		15	3,903		0	
FY06	15.06	\$19,784		18,110	18,601	(16,926)	0	
FY07	15.68	\$507,815		21,845	116,469	343,063	26,438	
FY08	16.02		32,592,887	151,972	12,704	31,989,205	439,006	98.61%
		\$531,516	\$32,592,887	\$191,942	\$151,677	\$32,315,342	\$465,444	
OTHER REAL ESTATE TAX TYPES								
Supplemental Taxes		\$5,702	\$14,248			\$19,950	(\$0)	
Rollback Taxes		\$0	1,697			1,697	0	
ProForma/ProRata		(\$1)	7,698	3,849		3,849	(1)	
		\$5,701	\$23,642	\$3,849	\$0	\$25,496	(\$1)	
PERSONAL PROPERTY								
FY 02	19.00	\$197					197	
FY 03	17.11	\$272				125	147	
FY 04	17.40	\$581				470	111	
FY 05	16.69	\$295				212	83	
FY06	15.06	\$1,971				900	1,071	
FY07	15.68	\$7,081				5,129	1,952	
FY08	16.02		802,271	416		791,255	10,600	98.68%
		\$10,397	\$802,271	\$416	\$0	\$798,091	\$14,161	
MOTOR VEHICLE EXCISE								
PRIOR YEARS		83,608				837	82,771	
FY 02	25.00	16,971				918	16,053	
FY 03	25.00	16,454				667	15,787	
FY 04	25.00	21,651		1,248		1,487	18,916	
FY 05	25.00	24,118	7,541	1,344		9,132	21,183	
FY06	25.00	34,770	45,774	11,194		46,074	23,276	
FY07	25.00	95,806	256,183	44,228		256,061	51,700	
FY08	25.00	0	1,467,168	145,781		1,222,255	99,132	92.50%
		\$293,378	\$1,776,666	\$203,795	\$0	\$1,537,430	\$328,819	
WATER								
RATES		\$377,240	\$3,802,042	(\$462)	\$63,024	\$3,646,566	\$470,154	87.24%
LIENS		\$4,701	63,073	1,517	3,101	56,255	6,901	
		\$381,941	\$3,865,115	\$1,055	\$66,125	\$3,702,821	\$477,055	
SEWER								
RATES		\$428,900	\$3,557,159	\$44,128	\$58,408	\$3,433,481	\$450,042	87.10%
LIENS		\$4,968	58,408	1,483	3,221	52,678	5,994	
		\$433,868	\$3,615,567	\$45,611	\$61,629	\$3,486,160	\$456,035	
AMBULANCE								
Collected after abate		\$560,324	\$2,441,861	\$812,463		\$1,640,016	\$549,706	74.90%
		\$560,324	\$2,441,861	\$812,463	\$0	\$1,660,666	\$549,706	
COMM. LANDFILL								
REFUSE LIENS		\$9,670	\$118,690	(\$388)		\$116,375	\$12,373	90.39%
		\$0				0	0	
		\$9,670	\$118,690	(\$388)	\$0	\$116,375	\$12,373	
PARKING FINES								
Collected after abate		\$329,095	\$306,354	\$24,207		\$248,316	\$362,926	40.62%
		\$329,095	\$306,354	\$24,207	\$0	\$248,346	\$362,926	88.01%
COMMUNITY PRESERVATION ACT								
FY05		0	26	26			0	
FY06		88		181	88	(181)	0	
FY07		2,717		202	697	1,818	0	
FY08			347,941	1,984		342,874	3,083	99.11%
		\$2,803	\$347,967	\$2,393	\$785	\$344,511	3,083	

Levies with zero balances will no longer be displayed in subsequent years.
06 and 07 real estate levies included a single large commercial overvaluation, corrected by abatement in 2008.